EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S4	10	((customer near relationship near management) or CRM) and channel and available near4 (agent or operator or representative) with (skill or location or cost or language or sale or satisfaction) and rout$5 near3 request	US-PGPUB; USPAT	OR	ON	2007/04/15 18:35
S5	7	(select$5 or rout$5) near3 (agent or operator or representative) near3 (skill or rating or knowledge) and rout$5 near2 service near2 request	US-PGPUB; USPAT	OR	ON	2007/04/14 09:38
S6	11	CRM and (agent or operator or representative) near3 (skill or knowledge$5 or availab$6 or location or rating) and rout$5 near3 service near request	US-PGPUB; USPAT	OR	ON	2007/04/14 08:59
S7	11	CRM and (agent or operator or representative) near3 (skill or knowledge$5 or availab$6 or location or rating) and rout$5 near3 service near request and (telephone or fax or email or e-mail or (instant near messag$6) or teleconference)	US-PGPUB; USPAT	OR	ON	2007/04/15 18:34
S8	10	CRM and (agent or operator or representative) near3 (skill or knowledge$5 or availab$6 or location or rating) and rout$5 near3 service near request and (fax or email or e-mail or (instant near messag$6) or teleconference)	US-PGPUB; USPAT	OR	ON	2007/04/14 09:04
S13	10	((customer near relationship near management) or CRM) and channel and available near4 (agent or operator or representative) with (skill or location or cost or language or sale or satisfaction) and rout$5 near3 request and (fax or email or e-mail or (instant near messag$5) or teleconference)	US-PGPUB; USPAT	OR	ON	2007/04/14 09:33
S14	3	(select$5 or rout$5) near3 (agent or operator or representative) near3 (skill or rating or knowledge) and rout$5 near2 service near2 request and crm	US-PGPUB; USPAT	OR	ON	2007/04/14 09:39
S16	36	crm and (multiple or plural or plurality) near2 communication near channel and (skill or language or availab$6 or knowledg$5) and (agent or operator or representative)	US-PGPUB; USPAT	OR	ON	2007/04/14 09:42

S19	3	multi-channel and crm and rout$5 near2 request and (agent or operator or representative) with (skill or language or location or knowledg$5 or expert$5 or rating)	US-PGPUB; USPAT	OR	ON	2007/04/14 09:44
S22	5	rout$5 near2 (request or call) near2 (agent or operator or representative) near3 (skill or knowledge or language or rating or expertise) and crm	US-PGPUB; USPAT	OR	ON	2007/04/14 09:50
S26	91	crm and (agent or operator or representative) near3 (location or cost or rating or language or availab$6 or skill) and rout$5 near2 (call or request) and (email or e-mail or fax or (instant near messag$5) or teleconference) and criteria and (previous$5 or past or history)	US-PGPUB; USPAT	OR	ON	2007/04/15 18:34
S27	1	379/265 and crm and (agent or operator or representative) near3 (location or cost or rating or language or availab$6 or skill) and rout$5 near2 (call or request) and (email or e-mail or fax or (instant near messag$5) or teleconference) and criteria and (previous$5 or past or history)	US-PGPUB; USPAT	OR	ON	2007/04/15 18:37
S28	0	379/265 and CRM and (agent or operator or representative) near3 (skill or knowledge$5 or availab$6 or location or rating) and rout$5 near3 service near request and (telephone or fax or email or e-mail or (instant near messag$6) or teleconference)	US-PGPUB; USPAT	OR	ON	2007/10/24 12:55
S29	0	379/265 and ((customer near relationship near management) or CRM) and channel and available near4 (agent or operator or representative) with (skill or location or cost or language or sale or satisfaction) and rout$5 near3 request	US-PGPUB; USPAT	OR	ON	2007/04/15 18:37
S30	98	crm and (agent or operator or representative) near3 (location or cost or rating or language or availab$6 or skill) and rout$5 near2 (call or request) and (email or e-mail or fax or (instant near messag$5) or teleconference) and criteria	US-PGPUB; USPAT	OR	ON	2007/04/15 18:38

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S38	1	379/265.01 and ((customer near relationship near management) or CRM) and channel and available near4 (agent or operator or representative) with (skill or location or cost or language or sale or satisfaction) and rout$5 near3 request	US-PGPUB; USPAT	OR	ON	2007/04/15 18:48
S41	1	379/265.01 and CRM and (agent or operator or representative) near3 (skill or knowledge$5 or availab$6 or location or rating) and rout$5 near3 service near request and (telephone or fax or email or e-mail or (instant near messag$6) or teleconference)	US-PGPUB; USPAT	OR	ON	2007/10/23 14:26
S42	11	379/265.01 and crm and (agent or operator or representative) near3 (location or cost or rating or language or availab$6 or skill) and rout$5 near2 (call or request) and (email or e-mail or fax or (instant near messag$5) or teleconference) and criteria	US-PGPUB; USPAT	OR	ON	2007/10/24 12:57
S43	10	379/265.01 and crm and (agent or operator or representative) near3 (location or cost or rating or language or availab$6 or skill) and rout$5 near2 (call or request) and (email or e-mail or fax or (instant near messag$5) or teleconference) and criteria and (previous$5 or past or history)	US-PGPUB; USPAT	OR	ON	2007/10/24 12:56
S46	5	(customer or call or calling or caller or user or subscriber or party) with (chang$5 or modif$7 or updat$6 or adjust$7) near3 (rout$6 or forward$6) near5 feedback	US-PGPUB; USPAT	OR	ON	2007/10/24 13:05
S48	3	(chang$5 or modif$7 or updat$6 or adjust$7 or alter$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout$6 or forward$6) near5 feedback	US-PGPUB; USPAT	OR	ON	2007/10/24 13:09
S49	3	(chang$5 or modif$7 or updat$6 or adjust$7 or alter$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout$6 or forward$6) near5 feedback and (rout$5 or forward$5)	US-PGPUB; USPAT	OR	ON	2007/10/24 13:11

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S50	3	(chang$5 or modif$7 or updat$6 or adjust$7 or alter$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout$6 or forward$6) near5 feedback and (rout$5 or forward$5) and feedback and (chang$5 or modif$7 or updat$6 or adjust$7 or alter$6)	US-PGPUB; USPAT	OR	ON	2007/10/24 13:12
S51	70	(chang$5 or modif$7 or updat$6 or adjust$7) near3 (rout$6 or forward$6) near5 based near3 feedback	US-PGPUB; USPAT	OR	ON	2007/10/24 13:51
S53	3	(rout$5 or forward$5) near3 (call or caller or calling or client or subscriber or user or party) near3 based near3 feedback	US-PGPUB; USPAT	OR	ON	2007/10/24 13:53
S56	13	(rerout$5 or re-rout$5 or redirect$6 or re-direct$6) near3 (customer or client or call or caller or calling or user or subscriber) near4 feedback	US-PGPUB; USPAT	OR	ON	2007/10/30 12:35
S59	40	(forward$5 or rout$6) near3 (customer or call or calling or caller or user or party) near4 based near3 (past or previous$5 or history) and feedback	US-PGPUB; USPAT	OR	ON	2007/10/30 12:48
S60	8	(forward$5 or rout$6) near3 (customer or call or calling or caller or user or party) near4 based near3 survey	US-PGPUB; USPAT	OR	ON	2007/10/30 12:51
S62	72	(alter$6 or chang$6 or adjust$6 or modif$7 or updat$6) near3 (rout$6 or forward$6) near5 based near3 feedback	US-PGPUB; USPAT	OR	ON	2007/10/31 08:37
S63	70	(rout$6 or forward$6 or transfer$8 or sent or send$6 or transmi$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey)	US-PGPUB; USPAT	OR	ON	2007/11/07 12:29
S64	3	379/265 and (rout$6 or forward$6 or transfer$8 or sent or send$6 or transmi$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey)	US-PGPUB; USPAT	OR	ON	2007/11/07 12:28
S65	15	romelia near2 flores.in.	US-PGPUB; USPAT	OR	ON	2007/11/07 12:28

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S66	2	705/010 and (rout$6 or forward$6 or transfer$8 or sent or send$6 or transmi$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey)	US-PGPUB; USPAT	OR	ON	2007/11/07 12:29